



## Success Story TeleTech Services India Ltd.

### Aspect eWorkforce Management & RTA Solution

#### The Project

TeleTech is the leading full-service provider of strategic customer management solutions. Founded in 1982, TeleTech provides proven services for every stage of the customer lifecycle, through a strategic platform that encompasses people, process, technology and infrastructure.

TeleTech interacts with two million customers every day using the phone, Web, email and automated solutions. As the leader in front- and back-office business process management, we have the expertise and the technological infrastructure to touch customers anywhere, anytime, through any communication medium.

TeleTech offers solutions to a variety of industries including financial services, transportation, communications, government, healthcare and travel.

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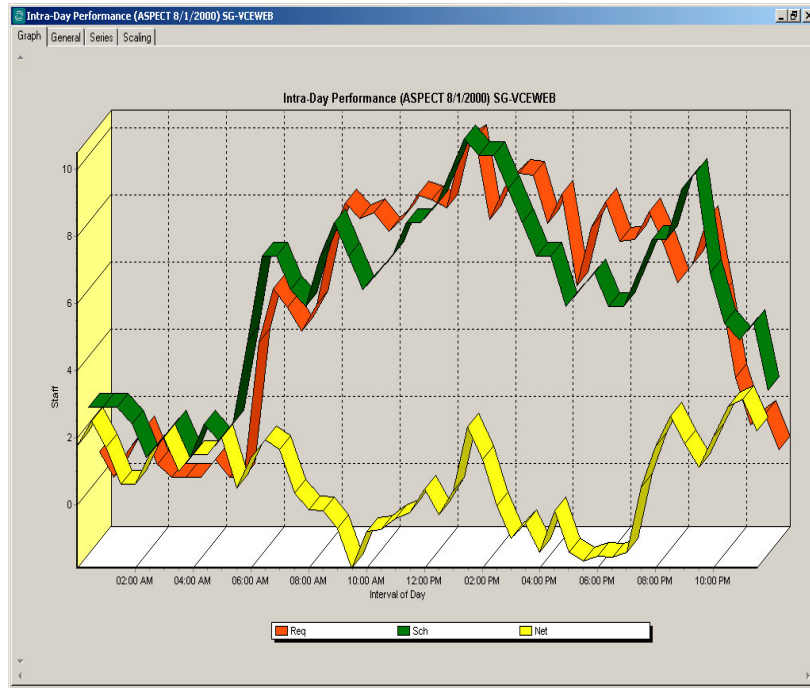
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#### The Challenge

- Difficulty in tracking and managing a huge workforce manually
- A relatively new team for workforce management
- Varied call flow throughout the day/ month
- Hectic scheduling that needed considerable amount of time to plan, work and rework the workforce schedules
- Agent schedule adherence in real time
- Calculate agent productivity in terms of Agent login/logout & Schedule adherence

## The Solution

Based on industry-acclaimed TCS technology, Aspect eWorkforce Management (eWFM) enables accurate planning, efficiently managed and optimized performance of multi-skilled, multi-channel, multi-site and outsourced staffing resources. With a productive and empowered agent population, the profits and customer satisfaction are maximized. Reduced staffing costs and turnover, enables delivery of superior customer service and improve contact center's overall performance to better meet the company's business goals.



## Project Management

Network Programs India Ltd.

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## Customer

TeleTech Services India Ltd.

## Target Groups

Customer service personnel, Workforce management teams, IT departments.

Aspect eWFM is a scalable solution that utilizes industry standard hardware and software and integrates with all leading ACDs and predictive dialers to reduce complexity and operational costs. As the markets leading workforce management solution, Aspect eWFM makes sure that the right number of agents with the right skills across all locations, for the smooth round-the-clock running of the contact center.

India Japan USA Australia

◆ Telecom ◆ Datacom ◆ Embedded

Onsite ◆ Offshore

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Quality Takes Us Ahead

## Aspect eWFM & RTA/AP For TeleTech

### Features

- Accurate demand forecasting that reduces staffing costs by accurately forecasting demand for all channels based on historical contact volume and handle time data; create “what-if” scenarios to evaluate future needs or campaigns
- Robust multi-skill support that realizes the efficiencies of using multi-skilled agents and allows one to generate optimal forecasts and schedules, and identify optimal skill combinations based on the agents’ skill set
- In-depth performance management analysis and reporting for making quick, effective staff management decisions that optimize agent and contact center performance by comparing actual performance to the goals
- Seamless integration with other contact center applications to reduce complexity and operating costs by automating many labor-intensive processes through integration with other contact center technologies, such as ACDs
- Proactive agent productivity and adherence monitoring to increase agent productivity through historical reporting and real-time monitoring tools that ensures that agents adhere to the schedules created, and helps to identify

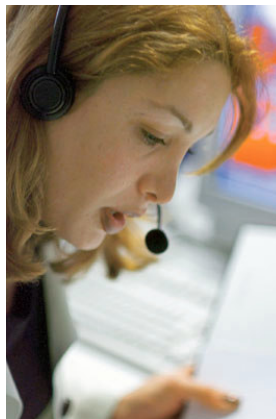
agents or groups who are the most or least productive

### Our Service

- Complete project management
- Verification of hardware and software OS
- Solution implementation.
- System integration with Nortel ACD
- Managed support services

### The Benefits

- ◆ Reduced costs and effective management of resources required for scheduling and analysis
- ◆ Enhanced security features for greater control and management
- ◆ Increased preference-based scheduling features to take into account business policies, and also work rules support to comply with company standards
- ◆ Improved intra-day management to effectively managing your operations throughout the day
- ◆ Extended usability features that provide for an enhanced user experience and reduced training costs
- ◆ Increased ROI through automation and streamlining of tasks and processes



### Contacts

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